

INFO	LOG-00	EEB-00	AF-00	AIT-00	AMAD-00	AOP-00	AEX-00
	AS-00	A-00	ACQ-00	CA-00	COME-00	CCOE-00	SCSO-00
	ANHR-00	WHA-00	MEDE-00	EAP-00	EUR-00	UTED-00	VC1-00
	FOE-00	FSI-00	OBO-00	H-00	TEDE-00	INR-00	INSE-00
	IO-00	L-00	MOFM-00	MOF-00	M-00	CDC-00	VCIE-00
	NEA-00	DCP-00	NSAE-00	ISN-00	OIG-00	OPR-00	PER-00
	PM-00	CIO-00	SCT-00	ISNE-00	IRM-00	SSO-00	SS-00
	MR-00	IAP-00	DPM-00	NCTC-00	CRYE-00	FMP-00	R-00
	SCRS-00	SDBU-00	PMB-00	PRM-00	ALM-00	SCA-00	SAS-00
	PMA-00	/000R					

R 191815Z DEC 08
FM SECSTATE WASHDC
TO ALL DIPLOMATIC AND CONSULAR POSTS COLLECTIVE
AMEMBASSY TRIPOLI

UNCLAS STATE 133010

FROM THE REGIONAL INITIATIVES COUNCIL (RIC)

E.O. 12958: N/A
TAGS: [AMGT](#) [KICA](#)
SUBJECT: CMI CABLE 8 OF 9 - ESERVICES IMPLEMENTATION

REF: (A) STATE 123484, (B) STATE 096578

¶1. Summary: In January, a new, significantly enhanced eServices software package will be released to posts. It will provide post's ICASS customers with a "one-stop shopping" portal to request services. Using eServices will make it easier for customers to route their requests to appropriate offices and it will enable service providers to improve accountability for service delivery. By June 2009, customers will be able to submit requests to eServices from non-OpenNet terminals. Posts are asked to review the transition template on the CMI site by January 20 and complete post-specific planning for transition to eServices (Action Request, para. 7). We recommend a two-phased introduction of this one-stop shopping by transitioning OpenNet customers this winter, and non-OpenNet customers in June. By July 1, the Regional Initiatives Council (RIC) wants all posts' customers to use eServices as their sole platform for submitting requests for services. End Summary.

Why eServices?

¶2. To relieve posts of the burden of entering their data into mandated WebPASS and ILMS systems (ref B), a new, significantly enhanced eServices will be released to posts in January 2009. The January release of eServices will provide customers with a "one-stop shopping" portal to request ICASS services. Use of this web-based system will give customers consistency in the way they request services, regardless of the mission to which they are assigned. The tracking function built into eServices will allow customers ? and service providers ? to monitor the status of service delivery. Customers using eServices will receive automated real-time e-mail feedback throughout the life-cycles of their requests. Service providers will be notified of applicable requests as soon as they're made. Post managers will have quick access to data related to the type and volume of work requests.

How Will eServices Work?

¶3. Using drop-down capabilities built into eServices will make it easier for customers to route their requests to appropriate offices and enable service providers to improve accountability for service delivery. The use of eServices will allow posts to

eliminate the current practice of requesting non-emergency services through e-mails, telephone/fax, paper documents, or walk-ins. Automating this process ? similar to internet merchant websites ? will reduce burdensome paperwork and prevent redundant data entry. Behind the eServices "front end," requests for services will be handled by appropriate WebPASS (or, where applicable, ILMS) modules, which will automatically gather performance metrics.

Accessible via OpenNet Only -- for Now

¶4. It is rare for posts to have electronic service-request systems that are internet-accessible. In most posts, systems for management services are closely linked to OpenNet, and customer-agencies are required to have OpenNet access. Non-OpenNet customers are accommodated in a variety of ways, all of which may be put to use with eServices as well without adding workload or diminishing service quality. For example, currently service providers may transfer phoned requests to post's home-grown records; phoned requests can be entered into eServices as well with the same level of effort. Transferring non-OpenNet customer requests to eServices will be no more time-consuming than transferring the same information into posts' current recordkeeping system.

¶5. The RIC recognizes the benefit in making eServices internet-accessible and is working with IRM to enable non-OpenNet users to submit service requests to eServices via the internet by June 2009.

Post's Transition to eServices

¶6. In anticipation of the expected approval of the new eServices software the first week in January, the RIC recommends that posts schedule their transition to eServices as soon as possible. Most posts will want to complete the transition of their OpenNet customers before spring. Recognizing the change-management challenge this project may present to posts, the RIC has assembled a package of tools on the CMI website. By using the site's installation and quick-user Guides, PowerPoint presentations, and other material, posts should be able to transition OpenNet customers to eServices in approximately four weeks. Some transitions may take longer depending on local circumstances. Although the eServices request module is intuitive, customers and service providers will require some familiarization.

Action: Planning Post-specific Transitions to eServices

¶7. The RIC asks all posts to confirm by January 20, 2009 that they have reviewed the planning template and have scheduled post's transition to eServices. The RIC estimates that review and approval of post-specific transition plans will take an average of one hour. If posts have not identified their CMI Quality Teams, they should do so soon, since the CQT will be key to successful transition. The template is designed around a four-week transition; however, the length of each post's transition will vary with local conditions. The four-week template includes:

- 1: Install software; assign responsibilities
- 2: Familiarize service providers
- 3: Run test cases; announce local implementation schedule
- 4: Demonstrate eServices for customers

Resources and References

¶8. As you plan to implement eServices, the RIC, M/PRI

and WebPASS invite you to engage in a dialogue with us.
We encourage you to communicate with your CMI points of
contact:

Region	Regional Bureau POC	M/PRI POC
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AF	Sylvie Martinez	Jason Kalbfleisch
EAP	David LaMontagne	Joel Danies
EUR/IO	Bruce Andrew	Leo Voytko
NEA/SCA	Jennifer McIntyre	Steven Gibson
WHA	Margaret Kurtz-Randall	Stephanie Gillespie

You may also post comments and questions to the
discussion board on the CMI website
<http://m.state.sbu/sites/pri/cmi/default.aspx>

¶9. In addition to the tools available on the CMI
website, distance learning courses are offered by FSI for
many of the WebPASS modules and ILMS applications that may
become useful to service providers. Users can go to
<http://fsi.state.gov> to sign up for classes.

¶10. Minimize considered.

RICE